



Mobile and Outreach
Service Mapping:
A Current State Analysis
The Hamilton Story

Completed May 2024 by
Starling Strategic Consulting on
behalf of the
Greater Hamilton Health Network

3.3 Hamilton's Story

Summary: Mobile and Outreach Service Provision in Hamilton

This report provides a current state analysis of the healthcare and social service landscape in Haldimand as part of a broader initiative by the GHHN to improve service integration for marginalized populations.

Key Findings:

Comprehensive and Diverse Service Delivery: Hamilton's service providers offer a wide array of healthcare and social care services tailored to meet the needs of diverse populations, including those facing homelessness, substance use, and complex health conditions. This comprehensive approach highlights a strong network of support that addresses both immediate and long-term health needs across the community.

Strategic Gaps and Opportunities: Despite the extensive range of services, there are noticeable gaps in primary care and specialized services such as gender-affirming care and specific preventive screenings. These gaps present strategic opportunities for developing localized solutions that could significantly enhance the healthcare landscape.

Service Accessibility and Scheduling: Hamilton's healthcare providers demonstrate a commitment to accessibility through extended service hours, including evenings and weekends, with some providers like the Hamilton Midwives Outreach Team offering 24/7 availability. Notably, there is a redundancy in service scheduling among providers, which presents an opportunity to reallocate resources to broaden service reach, ensuring that care is available across a wider array of settings and times.

Staffing and Partnership Models: Hamilton's service providers benefit from robust and strategic partnerships that enhance their service offerings. These collaborations, which often include cross-sector linkages, contribute to comprehensive care delivery. However, staffing challenges, particularly in filling specialized roles, impact service continuity and the scope of available services, underscoring the need for innovative recruitment and retention strategies.

Data Validation Note: It is important to note that data for three of the nineteen providers analyzed—The AIDS Network of Hamilton and Haldimand, The Hamilton Regional Indian Center, and De dwa da dehs nye's Aboriginal Health Centre—relies solely on publicly available information due to validation constraints.

Strategic Recommendations:

1. **Enhance Service Integration:** The diversity and breadth of services highlight the need for more cohesive health and social service models to effectively address the broad determinants of health.

2. **Optimize Collaborative Networks:** Improving collaboration and coordination between service providers is crucial to optimize resource utilization and ensure comprehensive care delivery. This includes developing community-based initiatives that could fill service voids, particularly in general health and chronic disease management.
3. **Advance Policy Advocacy and Service Mapping:** Advocating for policy changes that support integrated service models and conducting regular service mappings and gap analyses are essential for adapting services to evolving community needs.

Conclusion:

Hamilton's network of healthcare providers showcases a landscape of diverse and comprehensive service delivery against a backdrop of urban complexity and notable health disparities. To effectively tackle these challenges, it is crucial to enhance service integration and optimize collaborative networks, ensuring that resources are utilized efficiently, and care reaches key populations in need. Moreover, advancing policy advocacy and service mapping will support these efforts by fostering adaptable, integrated service models that respond to evolving needs.

3.3.1 Who's Doing What?

An analysis of the types of healthcare and social services offered by the providers in Hamilton is outlined in the tables and summary below.

Provider Name	General Health Services	Contraception Family Planning	Wound Care	First Aid	Chronic Disease Management	Mental Health and Counselling	Substance Use Treatment	Preventive Care and Screenings	Maternal and Reproductive Health	Immunizations	Gender-Affirming Care	STI /HIV testing	STI/HIV treatment	Harm Reduction Supply Distribution	Linking/Bridging to Clinical Services
CMHA Street Team, Peer Support Services Outreach & MH Navigator, RIST; Canadian Mental Health Association, Hamilton Branch	X	X	X	X	X	X	X	X				X	X	X	X
St Matthew's/City of Hamilton - Housing Focused Street Outreach															X
De dwada dehs nye>s Aboriginal Health Centre Mobile Medical Clinic	X	X	X	X				X		X				X	X
Good Shepherd Health on Wheels Mobile Health Clinic	X	X	X	X	X	X		X						X	X
Hamilton Midwives Outreach Team		X							X			X	X	X	X

HAMSMaRT / Keeping Six	X	X	X	X		X	X					X	X	X	X
Wayside House of Hamilton - HepC Outreach Team							X			X					X
Hamilton Health Sciences - Hospital 2 Home					X	X								X	X
Hamilton Regional Indian Center - Mobile Street Outreach															X
Hamilton Police Service - Social Navigator Program(SNP) & Rapid Intervention and Support Team (RIST)			X	X										X	X
The Hub - Street Outreach Clinics	X					X	X	X		X		X	X	X	X
City of Hamilton Public Health Services - Harm Reduction Program		X	X	X		X	X			X		X	X	X	X

City of Hamilton Public Health Services - Mental Health and Street Outreach Program				X		X	X							X	X
Good Shepherd RAAM - Mobile and Community-Based Program							X							X	X
St. Joseph's Healthcare Hamilton - Hospital 2 Home					X	X								X	X
Wesley Provincial Youth Outreach Workers Hamilton/Brantford															X
YWCA Emergency Reproduction Care - Mobile		X							X			X	X	X	X
Shelter Health Network	X	X	X	X	X	X	X	X	X	X		X	X	X	X
The AIDS Network - Hamilton & Haldimand*		X									X	X	X	X	X

Table 13: Healthcare services offered by providers in Hamilton.

Additional healthcare services offered by providers that were not measured in the data collection tool:

- CMHA Street Team offers contraception but not family planning; also offers advanced wound care, phlebotomy.
- Shelter Health Network offers Specialized HepC through the HepC team.
- Hamilton Police Social Navigator Program offers hygiene products, clothes/boots, medication assistance, and safety planning.
- Hospital to Home for HHS and St. Joseph's Healthcare work directly with patients to develop coordinated care plans.
- Wayside House Hep C team offers Hepatitis C testing, treatment, counselling and case management.
- Hamilton Midwives offer prenatal, antenatal, and post partum care.

Provider Name	Wraparound Mental Health Service Referral	Food Provision and Nutritional Support	Housing and Shelter Assistance	Employment and Education Support	Social Welfare Services	Linking/Bridging to Social Services
CMHA Street Team, Peer Support Services Outreach & MH Navigator, RIST; Canadian Mental Health Association, Hamilton Branch	X	X				X
St Matthew's/City of Hamilton – Housing Focused Street Outreach			X		X	X
De dwada dehs nye>s Aboriginal Health Centre Mobile Medical Clinic		X				X
Good Shepherd Health on Wheels Mobile Health Clinic	X	X				X
Hamilton Midwives Outreach Team	X					X
HAMSMaRT / Keeping Six		X				X

Wayside House of Hamilton – HepC Outreach Team						X
Hamilton Health Sciences – Hospital 2 Home	X				X	X
Hamilton Regional Indian Center – Mobile Street Outreach		X				X
Hamilton Police Service – Social Navigator Program(SNP) & Rapid Intervention and Support Team (RIST)	X	X	X		X	X
The Hub – Street Outreach Clinics						X
City of Hamilton Public Health Services – Harm Reduction Program						X
City of Hamilton Public Health Services – Mental Health and Street Outreach Program	X	X	X	X	X	X
Good Shepherd RAAM – Mobile and Community-Based Program	X					X
St. Joseph’s Healthcare Hamilton – Hospital 2 Home	X				X	X

Wesley Provincial Youth Outreach Workers Hamilton/Brantford						X
YWCA Emergency Reproduction Care – Mobile	X	X	X	X		X
Shelter Health Network	X					X
The AIDS Network – Hamilton & Haldimand*						X

Table 14: Social services offered by providers in Hamilton.

Additional social care services offered by providers not measured in the data collection tool:

- YWCA Emergency Reproductive Care clarified that wraparound mental health supports, employment support and food provision are offered within YWCA programs on transitional living, immigration & settlement and drop in shelter.
- The Hub offers basic needs drop off, such a tents and snacks.
- Wayside House Hep C Team offers peer-led support group for people HepC or at-risk for HepC.
- HAMSMaRT/Keeping Six offers arts and creative workshops.

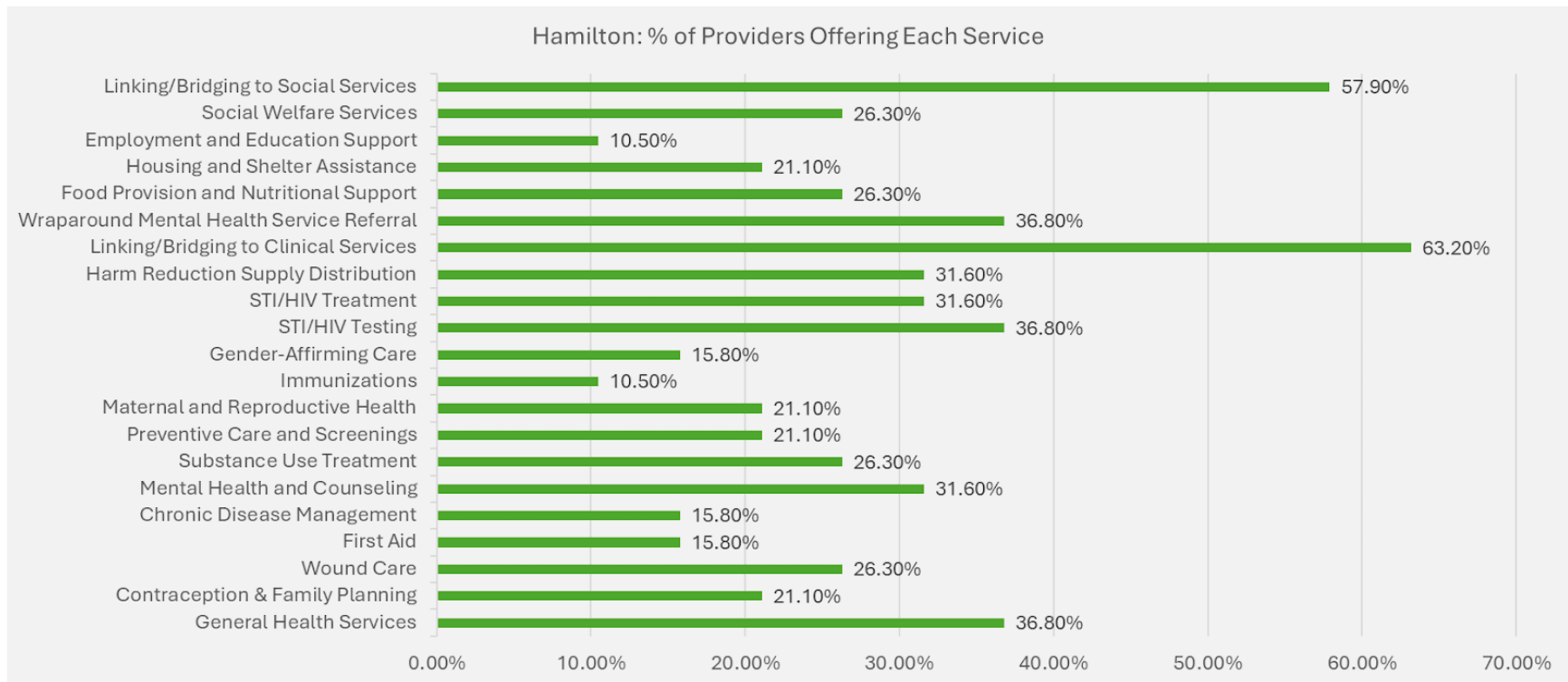


Chart 5: Percent of Hamilton providers offering each service.

Service Offerings Data Interpretation

Hamilton's healthcare landscape features a robust array of service providers delivering comprehensive and specialized services. These include general health, chronic disease management, mental health counseling, substance use treatment, and focused areas such as maternal health and infectious disease management.

Gap Analysis

Despite the comprehensive services offered, there are noticeable gaps:

- **Primary Care and Specialized Services:** There is a lack of uniform provision of gender-affirming care and certain preventive screenings, suggesting a potential reliance on external facilities or a need for local development.

- **Mental Health and Substance Use:** The substantial focus on mental health and substance use treatment across several providers highlights these as critical community issues, requiring targeted and sustained intervention strategies.

Current Strengths

- **Broad Range of Healthcare Services:** Providers like the CMHA Street Team and Good Shepherd Health on Wheels offer extensive healthcare services, critical in providing first-line defense and ongoing support for a wide array of health concerns.
- **Specialized Services:** Entities like Hamilton Midwives and Wayside House provide specialized care in reproductive health and Hepatitis C treatment, respectively.
- **STI/HIV Management and Harm Reduction:** Many providers, such as The AIDS Network and City of Hamilton Public Health Services, emphasize STI/HIV testing and harm reduction.
- **Linking/Bridging to Clinical and Social Services:** Nearly all providers facilitate linkage to additional clinical or social resources, demonstrating an integrative approach that helps individuals navigate to necessary specialized medical care and social support services.

Strategic Implications and Additional Considerations

Need for Integrated Service Models: There is a critical need for more integrated health and social service models to provide comprehensive care effectively and address the broader determinants of health.

Community-Based Health Initiatives: The gaps in direct service provision present opportunities to develop community-based health initiatives that could provide missing services, particularly in general health and chronic disease management.

Enhanced Collaboration: Improved collaboration and coordination between different service providers and stakeholders could enhance resource utilization and service delivery, filling the identified service gaps.

3.3.2 Who's being served?

An analysis of the priority populations eligible to access the mobile and outreach-based services in Hamilton is outlined in the table and summary below.

Provider Name	Encampment Residents	People who use substances or experiencing addiction	Women and Gender-Diverse Populations	Individuals with Limited Access to Healthcare	Youth and Young Adults (up to 24 years old)	Men in the shelter system
CMHA Street Team, Peer Support Services Outreach & MH Navigator, RIST; Canadian Mental Health Association, Hamilton Branch	X	X	X	X	X	X
St Matthew's/City of Hamilton - Housing Focused Street Outreach	X					
De dwada dehs nye>s Aboriginal Health Centre Mobile Medical Clinic	X	X	X	X	X	X
Good Shepherd Health on Wheels Mobile Health Clinic	X	X	X	X	X	X
Hamilton Midwives Outreach Team	X	X	X	X	X	
HAMSMaRT / Keeping Six	X	X	X	X		

Wayside House of Hamilton - HepC Outreach Team	X	X	X	X	X	X
Hamilton Health Sciences - Hospital 2 Home						
Hamilton Regional Indian Center - Mobile Street Outreach	X		X	X		X
Hamilton Police Service - Social Navigator Program(SNP) & Rapid Intervention and Support Team (RIST)	X	X	X	X	X	X
The Hub - Street Outreach Clinics	X	X	X	X	X	X
City of Hamilton Public Health Services - Harm Reduction Program	X	X	X	X	X	X
City of Hamilton Public Health Services - Mental Health and Street Outreach Program	X	X		X		
Good Shepherd RAAM - Mobile and	X	X		X		

Community-Based Program						
St. Joseph's Healthcare Hamilton - Hospital 2 Home		X				
Wesley Provincial Youth Outreach Workers Hamilton/Brantford					X	
YWCA Emergency Reproduction Care - Mobile	X	X	X	X	X	
Shelter Health Network	X	X	X	X	X	X
The AIDS Network - Hamilton & Haldimand*	X	X	X	X	X	X

Table 15: Priority Populations Served in Hamilton.

Additional populations served by providers that were not measured in the data collection tool:

- CMHA Street Team: People with serious mental illness.
- De dwada dehs nye>s Aboriginal Health Centre Mobile Medical Clinic: Indigenous community members in Hamilton who are precariously housed or at risk of homelessness.
- Good Shepherd Health on Wheels: Newcomers.
- HAMSMaRT/Keeping Six: Family/friends of people with addiction or use drugs.
- Wayside House HepC Outreach: Anyone who is living with or at risk of acquiring Hepatitis C qualifies for services. People involved with the correctional system. People who are homeless or under-housed. Aboriginal Peoples. Street-involved youth. People with tattoos and/or body piercings.
- Hamilton Health Sciences Hospital 2 Home: Focused on people with 5 or more chronic conditions and 4 or more visits to hospitals over 12 months. Patients who are impacted by chronic conditions and face social or economic barriers to achieving

good health - Barriers experienced by this population include poor health literacy, mental-health challenges, frailty, lack of social supports, isolation due to impaired physical/cognitive function, lack of food security, and lack of other basic needs.

- Hamilton Regional Indian Center: Indigenous and non-Indigenous community members; can be housed.
- Hamilton Police Services SNP and RIST: Those with frequent interactions with police and ambulance due to underlying issues such as mental health, addiction, lack of housing, lack of income etc; Homeless, at-risk of becoming homeless and those housed who meet above criteria; Often too complex to access other tradition services or restricted from all services due to behaviour.
- The Hub: work with youth ages 17-27 involved in the high-risk youth category ie., those involved in the intervention and suppression stages of gang activity. This is also inclusive of those in custody, we support both while they are inside, release planning and post release.
- City of Hamilton Public Health Services Harm Reduction Program: individuals living with HIV/AIDs, gay or bisexual men who have sex with men, Indigenous Peoples, incarcerated people and individuals who engage in sex work.
- City of Hamilton Public Health Services Mental Health & Street Outreach Program: People living with mental illness.
- Good Shepherd RAAM clinic: Transient or vulnerable populations including those experiencing homelessness.
- St. Joesph’s Healthcare Hospital 2 Home: Clients with complex needs -multiple chronic conditions, medical instability, mental health and addictions issues and impaired cognitive function. Additionally, many individuals also have social issues which drive high acute care use including financial difficulties, inadequate or poor transportation, low literacy or health literacy, homelessness or substandard housing.
- Wesley Youth Outreach: Youth 12-21 years – outreach workers may use their discretion to serve high risk youth as young as 6 and up to the age of 25.
- Shelter Health Network: serves variety of populations in different clinics: Women/Gender Diverse: Willow’s Place clinic Womankind clinic YWCA clinic, Women’s Clinic, Good Shepherd, Indwell clinic, Hamilton Clinic; Youth/Young Adults: Youth Wellness clinic, Notre Dame clinic; Men in the shelter system: Wayside clinic (Men’s Housing), Men’s Addiction Service clinic, Mission Services clinic, Salvation Army clinic, Good Shepherd Men’s center, Indwell clinic, Hamilton Clinic.

Service Users	Percent of Providers
Encampment Residents	52.6%
People who use substances or experiencing addiction	52.6%
Women and Gender-Diverse Populations	47.4%
Individuals with Limited Access to Healthcare	57.9%

Youth and Young Adults (up to 24 years old)	31.6%
Men in the shelter system	26.3%

Chart 6: Percent of Hamilton providers who serve each priority population group.

Data Interpretation of Populations Served

In Hamilton, the diverse array of target populations served by healthcare providers reflects a deep commitment to addressing specific and often overlapping health and social needs. This analysis reveals both broad and focused efforts to support varied community members, highlighting the extensive outreach and comprehensive service models employed across the region.

Gaps and Overlaps:

- While there is robust coverage across various populations, there are gaps in services for certain demographics within the provider data, particularly in direct healthcare provisions for specific subgroups like women and gender-diverse individuals, where more specialized care may be necessary.
- Notably, there is considerable overlap in services for people using substances and those with limited healthcare access, indicating a high level of need in these areas. This overlap, far from being merely redundant, presents an opportunity to streamline and coordinate services to maximize their reach and effectiveness. It highlights the potential for enhanced collaboration among providers to ensure that resources are efficiently utilized, and that all key populations receive comprehensive, continuous support tailored to their specific circumstances.
- The extensive service overlap also suggests that providers could benefit from shared strategies and communication to avoid service duplication, thus freeing up resources that could be extended to underserved groups or used to deepen service offerings in critical areas of need.

Cross-Tabulation Summary of Healthcare and Social Services in Hamilton:

Broad and Inclusive Service Delivery	Most providers, such as Good Shepherd Health on Wheels, Hamilton Police Service's Social Navigator Program, and City of Hamilton Public Health Services, offer services to a wide range of populations including encampment residents, individuals using substances, and those with limited access to healthcare. This widespread approach demonstrates a significant effort to reach diverse groups, particularly those who are often marginalized or face barriers in accessing conventional healthcare services.
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Targeted Healthcare Services	Specialized services are also evident, with providers like the Shelter Health Network and Hamilton Health Sciences' Hospital 2 Home focusing on subgroups such as individuals with multiple chronic conditions or those who frequently utilize hospital services. These targeted initiatives are critical in managing complex health needs and reducing systemic healthcare burdens. De dwada dehs nye>s Aboriginal Health Centre and Hamilton Regional Indian Center specifically cater to Indigenous communities, providing culturally sensitive care that addresses both health and social determinants impacting these populations.
Integration of Social Determinants of Health	Several providers integrate services that address social determinants of health, such as the Hamilton Police Service programs and St. Joseph's Healthcare Hospital 2 Home, which support individuals facing complex social challenges like homelessness, mental health issues, and economic barriers. These programs emphasize a holistic approach to health that extends beyond medical treatment to include social support and crisis intervention.
Services for High-Risk and Specialized Groups	Providers like The Hub target specific demographics such as high-risk youth involved in gang activities, offering both intervention and support services that are tailored to the unique challenges faced by this group. Similarly, Wesley Youth Outreach provides services to a broad age range of youth, recognizing the diverse needs that can arise during different stages of young adulthood.
Key Observations: <ul style="list-style-type: none"> • Comprehensive Care: Providers like The AIDS Network and Shelter Health Network are notable for their wide-ranging services that address both healthcare and social needs for multiple key populations. • Tailored Support: Additional populations listed in the notes reveal that many providers target their services to niche populations, ensuring that various segments of the community receive tailored support. 	

Strategic Recommendations

This analysis underscores the need for enhanced service coordination and integration across providers in Hamilton to effectively address the healthcare gaps without necessitating unrealistic expansions of individual services. Recommendations include:

- **Enhanced Coordination:** Develop a coordinated service model that leverages the strengths of existing providers, involving clear protocols for referrals and shared care plans.
- **Collaborative Networks:** Strengthen networks among providers to facilitate a comprehensive system of wrap-around services, enhancing collaboration through regular communication forums and shared training sessions.

- **Policy Advocacy:** Advocate for policy changes that support the development of integrated service models and foster a cohesive health service network.
- **Service Mapping and Gap Analysis:** Regularly update service mappings and gap analyses to dynamically adapt services as community needs evolve.

This comprehensive approach to service provision in Hamilton highlights a strong network of support for a wide array of community members. However, the focus on such a broad spectrum also underscores the necessity for continuous assessment and adaptation of services to ensure that all groups, especially those with highly specialized needs, receive appropriate and effective support. The strategic implications suggest a continued need for integrated service models and enhanced collaborations to fill any existing gaps and to build on the strengths of current healthcare and social service frameworks in Hamilton.

3.3.3 Service Scheduling and Accessibility

The data collected on service delivery scheduling and how to access services in Hamilton is outlined in the tables and summary below.

Provider Name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
CMHA Street Team, Peer Support Services Outreach & MH Navigator, RIST; Canadian Mental Health Association, Hamilton Branch		8:00am-4:00pm (RN and Peer Support Worker) 8:00am-4:00pm RIST MH worker	8:00am-4:00pm RIST MH worker 10:30am-12:30pm @ Carole Anne's Place (RN), 1:00pm-4:00pm @ CMHA (RN)	8:00am-4:00pm RIST MH worker	8:00am-4:00pm (RN and Peer Support Worker) 8:00am-4:00pm RIST MH worker		
St Matthew's/City of Hamilton - Housing Focused Street Outreach	8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm	8:00am-4:00pm	8:00am-4:00pm
De dwada dehs nye>s Aboriginal Health Centre Mobile Medical Clinic	10am to 3pm		Drop in clinic (time data missing)	10am to 3pm	10am to 3pm		

Good Shepherd Health on Wheels Mobile Health Clinic	9:00am-3:30pm	9:00am-3:30pm	9:00am-3:30pm	9:00am-3:30pm	9:00am-3:30pm		
Hamilton Midwives Outreach Team	24/7	24/7	24/7	24/7	24/7	24/7	24/7
HAMSMaRT / Keeping Six		1pm-3pm Drop In	Workshops offered between 2pm-5:30pm at various locations				
Wayside House of Hamilton - HepC Outreach Team	8am-4pm	8am-4pm	8am-4pm	8am-4pm	8am-4pm		
Hamilton Health Sciences - Hospital 2 Home	8am-4pm	8am-4pm	8am-4pm	8am-4pm	8am-4pm		
Hamilton Regional Indian Center - Mobile Street Outreach	11:00am-7:00pm	11:00am-7:00pm	11:00am-7:00pm	11:00am-7:00pm	11:00am-7:00pm		
Hamilton Police Service - Social Navigator Program(SNP) & Rapid Intervention and Support Team (RIST)	SNP (Medics): 7am-7pm SNP (Officers): 8am-6pm RIST: 8:30am-4:30pm	SNP (Medics): 7am-7pm SNP (Officers): 8am-6pm RIST: 8:30am-4:30pm	SNP (Medics): 7am-7pm SNP (Officers): 8am-6pm RIST: 8:30am-4:30pm	SNP (Medics): 7am-7pm SNP (Officers): 8am-6pm RIST: 8:30am-4:30pm	SNP (Medics): 7am-7pm SNP (Officers): 8am-6pm RIST: 8:30am-4:30pm	SNP (Medics): 7am-7pm SNP (Officers): 8am-6pm	SNP (Medics): 7am-7pm SNP (Officers): 8am-6pm
The Hub - Street Outreach Clinics	Monday - 1:00pm-4:00pm street health clinic & 5pm-9pm drop in Operate 24/7 for youth ages 17-27 for gun and gang related	1:00pm-4:00pm primary care health clinic by Shelter Health partners & drop in 5:00pm-	1:00pm-4:00pm primary care health clinic by Shelter Health partners & drop in 5:00pm-9:00pm Operate 24/7 for youth ages 17-27 for gun and	1:00pm-4:00pm primary care health clinic by Shelter Health partners & drop in 5:00pm-9:00pm	1:00pm-4:00pm primary care health clinic by Shelter Health partners & drop in 5:00pm-	Drop in for youth only We operate 24/7 for youth ages 17-27 for gun and gang related violence interruption and crisis response.	

	violence interruption and crisis response.	9:00pm Operate 24/7 for youth ages 17-27 for gun and gang related violence interruption and crisis response.	gang related violence interruption and crisis response.	Operate 24/7 for youth ages 17-27 for gun and gang related violence interruption and crisis response.	9:00pm Operate 24/7 for youth ages 17-27 for gun and gang related violence interruption and crisis response.	Operate 24/7 for youth ages 17-27 for gun and gang related violence interruption and crisis response.	
City of Hamilton Public Health Services - Harm Reduction Program	Harm Reduction Team 8:30am-4:30pm VAN 7pm-11pm	Harm Reduction Team 8:30am-4:30pm VAN 7pm-11pm	Harm Reduction Team 8:30am-4:30pm VAN 11:00am-3:00pm and 7pm-11pm	Harm Reduction Team 8:30am-4:30pm VAN 11:00am-3:00pm and 7pm-11pm	Harm Reduction Team 8:30am-4:30pm VAN 7pm-11pm	VAN 7pm-11pm	VAN 7pm-11pm
City of Hamilton Public Health Services - Mental Health and Street Outreach Program	9:00am-5:00pm - outreach staff Social work at HPL various drop in times	9:00am-5:00pm - outreach staff Social work at HPL various drop in times	9:00am-5:00pm - outreach staff Social work at HPL various drop in times	9:00am-5:00pm - outreach staff Social work at HPL various drop in times	9:00am-5:00pm - outreach staff Social work at HPL various drop in times	Social work every other Saturday at library location	
Good Shepherd RAAM - Mobile and Community-Based Program	9:00am - 5:00pm	9:00am - 5:00pm	9:00am - 5:00pm	9:00am - 5:00pm	9:00am - 5:00pm		
St. Joseph's Healthcare Hamilton - Hospital 2 Home	8am-4pm	8am-4pm	8am-4pm	8am-4pm	8am-4pm		

Wesley Provincial Youth Outreach Workers Hamilton/Brantford	the PYOW team will flex their schedule to support and meet the needs of the youth they support.	12pm-8pm	12pm-8pm	12pm-8pm	12pm-8pm	12pm-8pm	
YWCA Emergency Reproduction Care - Mobile	Varying times 24/7 for ERCB beds	Varying times 24/7 for ERCB beds	Varying times 24/7 for ERCB beds	Varying times 24/7 for ERCB beds	Varying times 24/7 for ERCB beds	24/7 for ERCB beds	24/7 for ERCB beds
Shelter Health Network	8:00am-4:00pm across multiple clinic locations	8:00am-4:00pm across multiple clinic locations	8:00am-4:00pm across multiple clinic locations	8:00am-4:00pm across multiple clinic locations	8:00am-4:00pm across multiple clinic locations		
The AIDS Network - Hamilton & Haldimand*	Missing Data						

Table 16: Service Delivery Schedules for Hamilton Providers. Note: Wesley Provincial Youth Outreach Workers Hamilton/Brantford: the PYOW team will flex their schedule to support and meet the needs of the youth they support.

Provider Name	Direct Access	Referral Access	Self-Referral Accepted
CMHA Street Team, Peer Support Services Outreach & MH Navigator, RIST; Canadian Mental Health Association, Hamilton Branch	X	X	X
St Matthew's/City of Hamilton - Housing Focused Street Outreach	X	X	
De dwada dehs nye>s Aboriginal Health Centre Mobile Medical Clinic	X		
Good Shepherd Health on Wheels Mobile Health Clinic	X	X	X
Hamilton Midwives Outreach Team		X	
HAMSMaRT / Keeping Six	X	X	X
Wayside House of Hamilton - HepC Outreach Team	X	X	X

Hamilton Health Sciences - Hospital 2 Home		X	
Hamilton Regional Indian Center - Mobile Street Outreach	X		
Hamilton Police Service - Social Navigator Program(SNP) & Rapid Intervention and Support Team (RIST)	X	X	X
The Hub - Street Outreach Clinics	X	X	X
City of Hamilton Public Health Services - Harm Reduction Program	X		
City of Hamilton Public Health Services - Mental Health and Street Outreach Program	X	X	X
Good Shepherd RAAM - Mobile and Community-Based Program	X	X	
St. Joseph's Healthcare Hamilton - Hospital 2 Home		X	
Wesley Provincial Youth Outreach Workers Hamilton/Brantford		X	
YWCA Emergency Reproduction Care - Mobile		X	X
Shelter Health Network	X	X	X
The AIDS Network - Hamilton & Haldimand*	X		

Table 17: Service Access Models for Hamilton Providers.

Additional Service Accessibility Information:

- St Matthew's/City of Hamilton - Housing Focused Street Outreach: Referrals accepted from any/all sources.
- Hamilton Midwives Outreach Team: Our pager number should be available to all frontline social service works who can reach us on behalf of clients utilizing shelters, drop-in centres, encampments, etc. There is no official referral form or process and service users can request that a worker contacts us on their behalf at any time. We hesitate to give our number out more freely to individuals who require our service because our program is volunteer based with midwives that are often on call for other work and should only be contacted when necessary.
- The Hub: Accepts peer referrals.
- Shelter Health Network: Hep C uses referral forms.

Data Interpretation of Service Delivery Models and Operational Hours in Hamilton:

Service Delivery Diversity and Extensiveness - Providers such as St. Matthew's/City of Hamilton and The Hub offer extended hours, including evenings and weekends, enhancing accessibility for those with fixed or unconventional work schedules. Hamilton Midwives Outreach Team provides 24/7 availability for urgent maternal and reproductive health needs, emphasizing their commitment to accessible care at all times.

Focused Service Hours and Specialized Programs - Organizations like HAMSMaRT / Keeping Six and Good Shepherd Health on Wheels offer focused service hours and specialized programs tailored to the needs of specific demographics, such as individuals using substances or requiring mobile health services. De dwada dehs nye>s Aboriginal Health Centre offers targeted clinic times designed to maximize resource efficiency and patient turnout.

Gaps in Service Times and Potential Overlaps - A lack of service time information for some providers, including The AIDS Network, may hinder effective access to these services. Overlaps in service times among providers focusing on similar populations could indicate both a robust response to community needs and potential redundancies.

Access Models and Referral Systems - Direct access is prevalent across many providers like CMHA and Good Shepherd Health on Wheels, reducing barriers to service utilization. Varied referral requirements indicate a need for greater uniformity in access pathways to enhance user understanding and engagement.

Strategic Implications:

- **Enhanced Coordination:** Opportunities exist for providers to coordinate service times and refine access models to cover gaps, especially during off-peak hours or weekends.
- **Streamlined Referral Processes:** Standardizing referral processes could significantly improve the efficiency and patient experience, particularly for urgent care services.
- **Data Transparency and Availability:** Enhancing the availability and transparency of service schedules and access information would aid in community planning and empower individuals to make informed health care decisions.

3.3.4 Funding Sources

The data collected on sources of funding for mobile and outreach services in Hamilton is outlined in the figure and summary below

Publicly Funded

- City of Hamilton Harm Reduction
- Hamilton Police SNP RIST
- Hamilton Health Sciences Hospital 2 Home
- Good Shepherd Health On Wheels
- St Matthews
- City of Hamilton Mental Health and Street Outreach
- YWCA Emergency Reproduction Care – Mobile

Diversified Funding, Including Public and Targeted Funds

- HAMSMaRT/Keeping Six
- CMHA Street Team, Peer Support Services Outreach & MH Navigator, RIST
- De dwada dehs nye>s Aboriginal Health Centre Mobile Medical Clinic
- The Hub - Street Outreach Clinics
- Shelter Health Network
- Wesley Provincial Youth Outreach Workers Hamilton/Brantford
- The AIDS Network - Hamilton & Haldimand*
- Hamilton Regional Indian Center - Mobile Street Outreach
- Good Shepherd RAAM - Mobile and Community-Based Program
- St. Joseph's Healthcare Hamilton - Hospital 2 Home
- Wayside House of Hamilton - HepC Outreach Team

Community Sponsored

- Hamilton Midwives Outreach: Funded through community sponsorship, with one-time funding in 2022 from the Hamilton Community Foundation. The funds are exclusively used for clients, not for payment to midwives.

Figure 4: Funding Sources for Hamilton Providers

In Hamilton, the funding landscape for healthcare providers offering outreach and mobile health services is characterized by a strong reliance on diversified funding sources. This model combines government, private, and non-profit contributions and allows for flexible, responsive service provision that can be adapted to meet varied community needs. Public funding supports essential services, ensuring stability and broad coverage, especially in areas such as harm reduction, mental health, and emergency care.

HAMSMaRT/Keeping Six benefits from an even broader funding model that includes targeted funds for special populations, enhancing their ability to address specific community challenges. Hamilton Midwives Outreach uniquely relies on community sponsorship and specific project one-time funding from the Hamilton Community Foundation, explicitly used for client services, reflecting a direct community engagement in supporting maternal health services.

This diverse funding ecosystem enables Hamilton’s healthcare providers to deliver comprehensive, tailored services across the community, ensuring that both general and specialized needs are met.

Potential Challenges with Funding

Dependency on Public Funding	<ul style="list-style-type: none"> • Sustainability Risk: Providers primarily funded by public sources may face risks related to budget cuts or policy changes that can abruptly affect their funding. This dependency could limit their operational flexibility and responsiveness to emerging needs. • Regulatory Constraints: Public funding often comes with stringent regulations and oversight, which might restrict how services can innovate or expand.
Diversified Funding Complexity	<ul style="list-style-type: none"> • Management Overhead: Managing diversified funding sources can be administratively burdensome and complex, requiring sophisticated financial management systems and expertise. • Inconsistent Funding Streams: Reliance on multiple funding sources may lead to inconsistent financial inflows, affecting the predictability and stability needed for long-term planning and service delivery.
Community-Sponsored Limitations	<ul style="list-style-type: none"> • Scalability: Funding from community sponsorships or one-time grants, like those supporting Hamilton Midwives Outreach, are often not sustainable for scaling services or planning long-term due to their temporary nature. • Volatility: Community-sponsored funding can be highly volatile, depending largely on local economic conditions and community goodwill, which may fluctuate.

Opportunities to Strengthen Funding

Leveraging Public and Private Partnerships	<ul style="list-style-type: none"> • Increased Resources: Building partnerships with private donors, local businesses, and non-profits can supplement public funds, providing a more robust financial base. • Innovation and Flexibility: Partnerships with private entities often allow for more innovative approaches due to fewer regulatory constraints compared to public funding.
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Expanding Targeted Funding Opportunities	<ul style="list-style-type: none"> • Specialized Services: Pursuing targeted funds for special populations can help providers expand or enhance services specifically tailored to meet unique community needs, such as those offered by HAMSMaRT/Keeping Six. • Grant Applications: Actively seeking out grants that align with the organization's mission can support specific projects or expansions that regular funding does not cover.
Enhancing Community Engagement for Sponsorship	<ul style="list-style-type: none"> • Community Partnerships: Strengthening relationships with community organizations can lead to more sustained support and potentially unlock new funding avenues.
Advocacy for Stable Public Funding	<ul style="list-style-type: none"> • Policy Advocacy: Engaging in advocacy work to influence public funding policies can help secure more stable and adequate funding allocations for healthcare services. • Demonstrating Impact: By systematically collecting data on service impact and effectively communicating these outcomes, providers can make a stronger case for continued or increased public investment.

While the current funding landscape in Hamilton provides a solid foundation for delivering diverse healthcare services, providers could benefit from exploring additional funding strategies to mitigate risks and capitalize on opportunities for growth and sustainability. This could involve enhancing their funding mix, engaging more deeply with potential community funders, and actively participating in policy discussions that affect healthcare funding.

3.3.5 Partnerships, Staffing Models, and Evaluation Metrics

The data collected on partnerships, staffing models and evaluation metrics in Hamilton is outlined in the figures, table, and summary below.

Provider Name	Partners (exclusive partnerships are bolded)
CMHA Street Team, Peer Support Services Outreach & MH Navigator, RIST; Canadian Mental Health Association, Hamilton Branch	<ol style="list-style-type: none"> 1. Shelter Health Network 2. 541 3. YWCA 4. Public Health Services 5. Hamilton's Rapid Intervention Support Team (consisting of 5+ cross-sector partners)

St Matthew's/City of Hamilton - Housing Focused Street Outreach	<ol style="list-style-type: none"> 1. Hamilton Regional Indian Center 2. Also work closely with other City programs - Public Health, MLE, HPS, Public Works, etc
De dwada dehs nye>s Aboriginal Health Centre Mobile Medical Clinic	Missing Data
Good Shepherd Health on Wheels Mobile Health Clinic	<ol style="list-style-type: none"> 1. Shelter Health Network 2. Hamilton Street Outreach 3. Social Navigator Program
Hamilton Midwives Outreach Team	<ol style="list-style-type: none"> 1. Shelter Health Network 2. Crown Point Midwives 3. Birthmark doulas
HAMSMaRT / Keeping Six	<ol style="list-style-type: none"> 1. YWCA 2. CMHA 3. Good Shepherd
Wayside House of Hamilton - HepC Outreach Team	<ol style="list-style-type: none"> 1. Shelter Health Network 2. Charlton Health 3. The AIDS & Hepatitis C Secretariat 4. Six Nations of the Grand River 5. New Credit Frist Nations 6. Good Shephard (Notre Dame, Men's Shelter, Dorothy Day) 7. Mission Services (Willow's Place, Men's Shelter, Suntrac) 8. Salvation Army Men's Center, 9. Stipley Methadone Clinic 10. Segue Methadone Clinic 11. St Joseph's Hopsital MASH & Womankind 12. Hamilton Regional Indian Center 13. Urban Core 14. St Patrick's Church 15. Club Hamilton 16. Mohawk College
Hamilton Health Sciences - Hospital 2 Home	HHS partners with one community partner (provides funding for community health navigators) HHS partners with many partners to develop integrated coordinated care plans
Hamilton Regional Indian Center - Mobile Street Outreach	Missing Data

Hamilton Police Service - Social Navigator Program(SNP) & Rapid Intervention and Support Team (RIST)	<ol style="list-style-type: none"> 1. Wesley 2. St Joes 3. CMHA 4. Interval House 5. YMCA 6. Hamilton Regional Indian Center 7. JHS
The Hub - Street Outreach Clinics	<ol style="list-style-type: none"> 1. Shelter Health Network 2. Ontario Trillium Foundation and Wesley 3. Hamilton Public Health Services 4. McMaster University 5. Hamilton Family Health Team 6. SPRC 7. Many informal partnerships.
City of Hamilton Public Health Services - Harm Reduction Program	<ol style="list-style-type: none"> 1. The AIDS Network 2. Mission Services 3. The Hub 4. YWCA 5. Living Rock 6. Good Shepherd 7. Hamilton Urban Core 8. Salvation Army 9. SOPEN 10. Shelter Health Network
City of Hamilton Public Health Services - Mental Health and Street Outreach Program	<ol style="list-style-type: none"> 1. Hamilton Public Library 2. The AIDS Network 3. Mission Services 4. Housing Help Centre
Good Shepherd RAAM - Mobile and Community-Based Program	<ol style="list-style-type: none"> 1. Good Shepherd Programs 2. The Shelter Health Network 3. Mission Services
St. Joseph's Healthcare Hamilton - Hospital 2 Home	<p>Significant collaborations with any agencies/supports which patients need.</p> <p>With consent engage with medical specialists, Primary Care providers, HCCSS, developmental services, housing and shelter providers, mental health providers, income assistance programs, legal services and others including refugee and newcomer services.</p>

Wesley Provincial Youth Outreach Workers Hamilton/Brantford	No partners were listed.
YWCA Emergency Reproduction Care - Mobile	<ol style="list-style-type: none"> 1. Birth Mark 2. PROSPR
Shelter Health Network	<ol style="list-style-type: none"> 1. YWCA 2. The Hub 3. Womankind 4. Mission Services 5. Notre Dame 6. Vanier Towers 7. Wesley 8. Wayside 9. The Hamilton Clinic 10. Men's Addiction Services 11. Youth Wellness Centre 12. CMHA Street Team, Peer Support Services Outreach & MH Navigator, RIST 13. Salvation Army 14. Good Shepherd Health on Wheels 15. Good Shepherd RAAM 16. Indwell 17. City of Hamilton – Harm Reduction Program 18. Hamilton Midwives Outreach team
The AIDS Network - Hamilton & Haldimand*	Missing Data

Table 18: Partners Listed by Hamilton Providers.

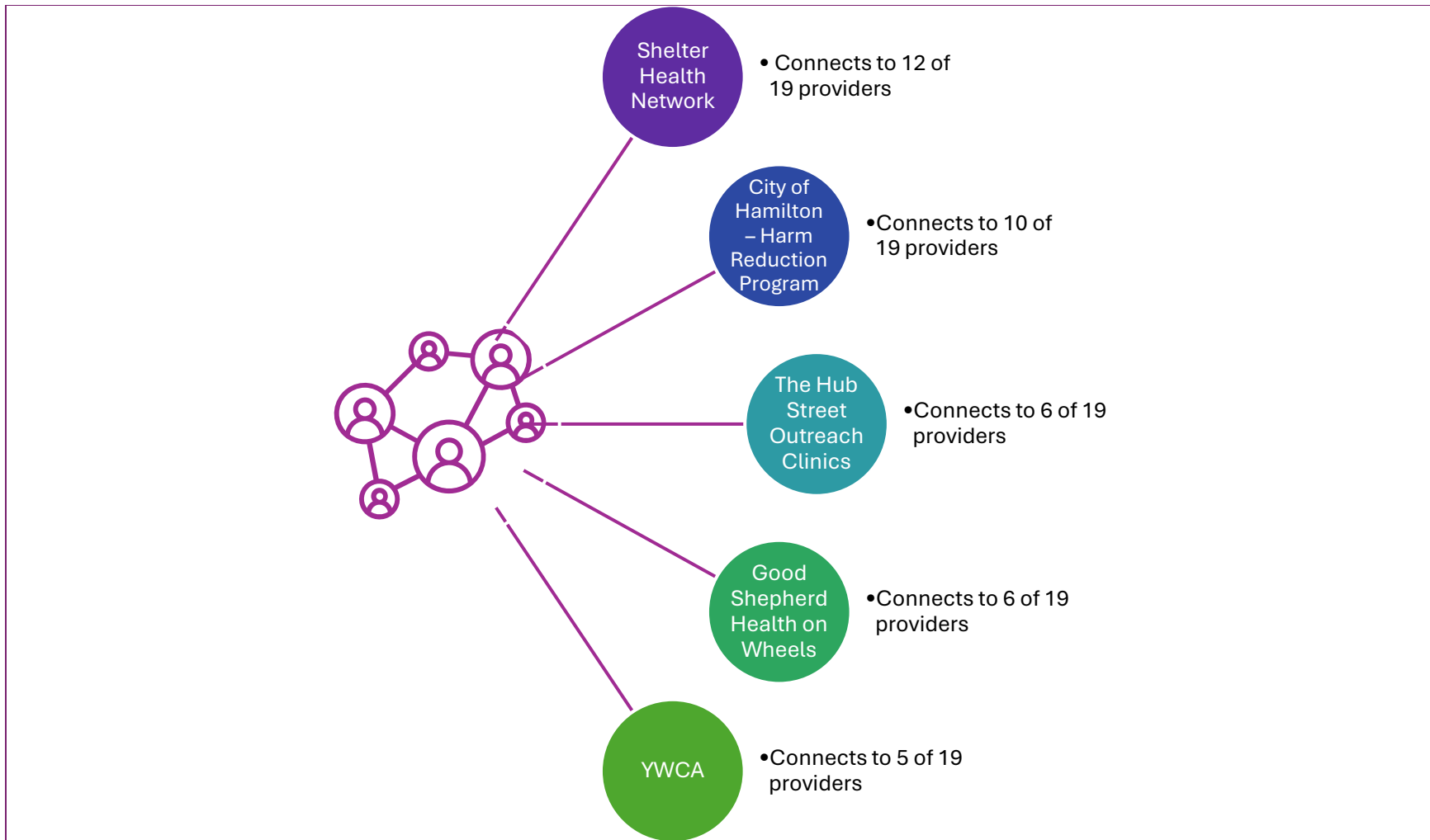


Figure 5: Network Integration: Cross-Provider Collaborations Among Hamilton Service Providers

Data Interpretation of Partnerships:

Hamilton currently has a robust yet complex network of collaboration that, if strategically harnessed, could significantly enhance the effectiveness and reach of health and social services in the region.

Observations:

- Most partnerships are reciprocated where data is available, indicating a strong interconnection among service providers in Hamilton.
- Some providers like **De dwada dehs nye>s Aboriginal Health Centre Mobile Medical Clinic** and **The AIDS Network - Hamilton & Haldimand** have missing partnership data, so the extent of their collaborations isn't clear.
- **Shelter Health Network** emerges as the most central partner, supporting a wide range of services and providers, indicating its pivotal role in Hamilton's health outreach service ecosystem.
- **Good Shepherd, The Hub, YWCA,** and **Hamilton Public Health's Harm Reduction Program** also play significant roles, each connecting with multiple providers to offer a variety of health and social services.
- **City programs** and some health services mention "many informal partnerships," which suggests broader, not explicitly listed collaborations that likely include other mentioned providers.

Analysis:

- **Multiple Providers with Similar Partners:** Several organizations list common partners such as the Shelter Health Network and Good Shepherd. This overlap indicates a central cluster of resources within the community but also raises questions about potential redundancies in services provided. An in-depth evaluation could assess whether these overlaps enhance service delivery through strengthened networks or if they lead to inefficiencies.
- **Broad Spectrum Collaboration:** The widespread nature of these partnerships across different sectors (healthcare, social services, emergency services) suggests that there is already a substantial foundation for integrated care. However, ensuring that these collaborations are effectively managed and coordinated is essential to prevent service fragmentation and to maximize the benefits of a united approach.

Strategic Implications

- **Enhanced Coordination of Services:** With overlaps in partnerships, there is a significant opportunity to enhance the coordination of services across organizations. Establishing more formal cooperative agreements or joint ventures could streamline services, reduce duplication, and extend resource utilization efficiency.
- **Resource Sharing and Joint Funding Initiatives:** Given the overlaps in funding sources and partners, organizations could benefit from developing joint funding proposals that leverage their collective strengths, potentially increasing their impact and the sustainability of their programs.

Provider Name	Regulated Health Professional Roles (FTE)	Non-Regulated Roles (FTE)	Notes
CMHA Street Team, Peer Support Services Outreach & MH Navigator, RIST; Canadian Mental Health Association, Hamilton Branch	1.5	0.5	
St Matthew's/City of Hamilton - Housing Focused Street Outreach	0	13	
De dwada dehs nye>s Aboriginal Health Centre Mobile Medical Clinic	2	1	
Good Shepherd Health on Wheels Mobile Health Clinic	2	3	
Hamilton Midwives Outreach Team	8*	0	*8 Registered Midwives and a physician lead on our team but the work is volunteer based and none of the members are doing this work full time.
HAMSMaRT / Keeping Six	Missing Data		Mostly volunteer peer support
Wayside House of Hamilton - HepC Outreach Team	2	2	

Hamilton Health Sciences - Hospital 2 Home	6	5	
Hamilton Regional Indian Center - Mobile Street Outreach	0	3	
Hamilton Police Service - Social Navigator Program(SNP) & Rapid Intervention and Support Team (RIST)	9	11	
The Hub - Street Outreach Clinics	3	50*	50 volunteers (not FTE)
City of Hamilton Public Health Services - Harm Reduction Program	5.5	3	
City of Hamilton Public Health Services - Mental Health and Street Outreach Program	1.5	4	
Good Shepherd RAAM - Mobile and Community-Based Program	1	0	
St. Joseph's Healthcare Hamilton - Hospital 2 Home	2	1	
Wesley Provincial Youth Outreach Workers Hamilton/Brantford	0	5	
YWCA Emergency Reproduction Care - Mobile	0	1	
Shelter Health Network	3.5	0	
The AIDS Network - Hamilton & Haldimand*	Missing Data		

Table 19: Staffing Models for Hamilton Providers.

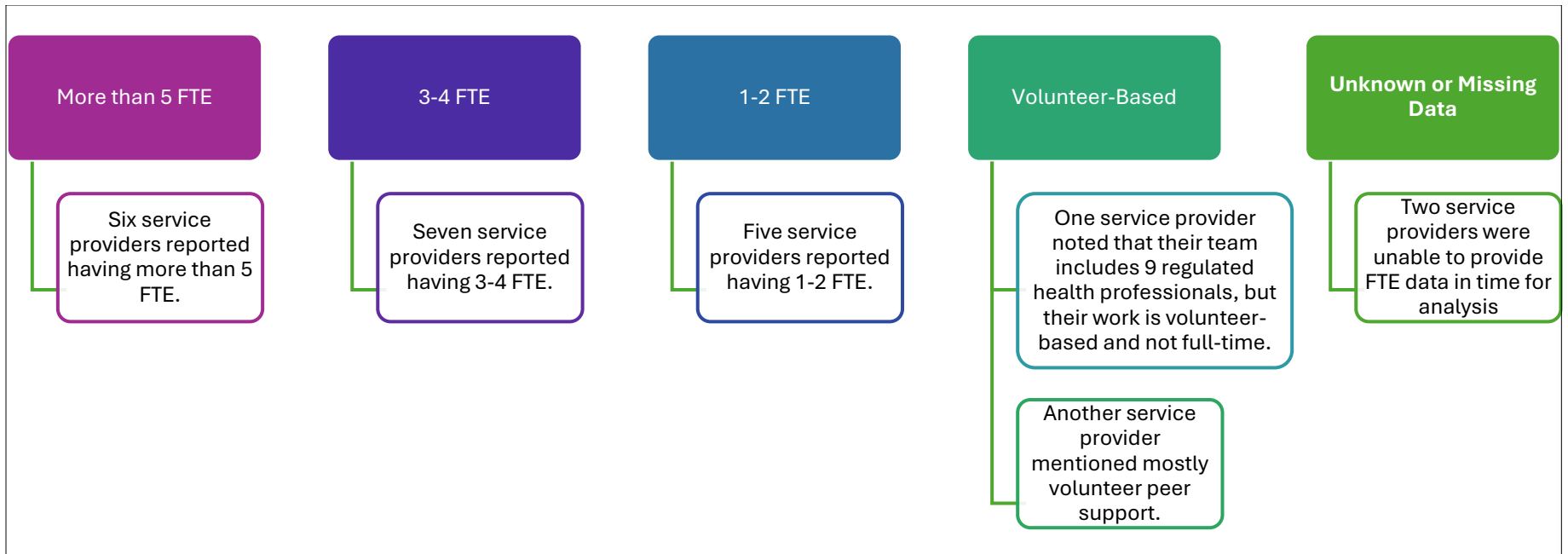


Figure 6: Summary of FTE for Outreach and Mobile Services in Hamilton.

Data Interpretation of Staffing Models in Hamilton:

Diverse Staffing Structures: The staffing models vary widely across providers, from volunteer-based teams to significant numbers of regulated health professionals and non-regulated support staff. This diversity in staffing reflects different operational focuses and the variety of services offered.

Heavy Reliance on Non-Regulated Support: Several providers, notably St Matthew's/City of Hamilton and The Hub - Street Outreach Clinics, rely heavily on non-regulated roles, including a large number of volunteers, indicating a community-driven approach to service delivery. This model may enhance accessibility and relatability for service users but might also face challenges in maintaining professional healthcare delivery standards without a proportionate number of regulated staff.

Regulated vs. Non-Regulated Staff: Some organizations, like the Hamilton Police Service - Social Navigator Program and Hamilton Health Sciences - Hospital 2 Home, maintain a balanced mix of regulated and non-regulated staff, ensuring a robust service model that combines professional healthcare with supportive care roles.

Volunteer Involvement - Organizations such as HAMSMaRT / Keeping Six and Hamilton Midwives Outreach Team highlight the significant role of volunteer peer support and volunteer midwives. This not only helps in extending service reach without proportional cost increases but also embeds services within the community, fostering trust and engagement.

Challenges in Data Availability - Missing data from providers like HAMSMaRT / Keeping Six and The AIDS Network - Hamilton & Haldimand underscore the challenges in fully assessing the resource allocation and potential gaps in staffing needs.

Focus on Marginalized Populations - The staffing allocation often targets services at highly marginalized groups such as those with substance use issues, the homeless, and indigenous communities. The presence of dedicated outreach and support staff for these groups reflects an acknowledgment of their unique needs and the importance of specialized interventions.

Strategic Implications

- **Enhancing Staff Sustainability:** For organizations relying heavily on volunteers or facing data gaps, there is an opportunity to explore more sustainable staffing models that might include seeking additional funding for regulated roles or developing incentives for long-term volunteer engagement.
- **Collaboration and Coordination:** Given the overlap in target populations and the varied staffing models, there is substantial scope for increased collaboration and coordination between organizations. This could help in sharing best practices, training resources, and even staffing resources to cover gaps in service provision.

Provider Name	Feedback from diverse populations	Service utilization and reach metrics	Impact on community health and well-being	Notes
CMHA Street Team, Peer Support Services Outreach & MH Navigator, RIST; Canadian Mental Health Association, Hamilton Branch	X	X	X	Provider experience, number of Naloxone kits and harm reduction supplies distributed
St Matthew's/City of Hamilton - Housing Focused Street Outreach	X	X		
De dwada dehs nye>s Aboriginal Health Centre Mobile Medical Clinic		X		Despite missing data, assumption has been made that some level of service utilization is collected by the provider organization

Good Shepherd Health on Wheels Mobile Health Clinic		X		
Hamilton Midwives Outreach Team		X		
HAMSMaRT / Keeping Six	X	X		
Wayside House of Hamilton - HepC Outreach Team		X		
Hamilton Health Sciences - Hospital 2 Home	X	X		
Hamilton Regional Indian Center - Mobile Street Outreach		X		Despite missing data, assumption has been made that some level of service utilization is collected by the provider organization
Hamilton Police Service - Social Navigator Program(SNP) & Rapid Intervention and Support Team (RIST)	X	X		
The Hub - Street Outreach Clinics	X	X	X	Tracking based on Ontario Trillium Foundation grant requirements. OTF funds ONLY our youth program.
City of Hamilton Public Health Services - Harm Reduction Program	X	X	X	
City of Hamilton Public Health Services - Mental Health and Street Outreach Program		X	X	
Good Shepherd RAAM - Mobile and Community-Based Program		X		
St. Joseph's Healthcare Hamilton - Hospital 2 Home		X		
Wesley Provincial Youth Outreach Workers Hamilton/Brantford		X		
YWCA Emergency Reproduction Care - Mobile		X		

Shelter Health Network		X		
The AIDS Network - Hamilton & Haldimand*		X		Despite missing data, assumption has been made that some level of service utilization is collected by the provider organization

Table 20: Evaluation Metrics Used by Hamilton Providers.

Data Interpretation on Metrics of Success in Hamilton:

Comprehensive Tracking - Organizations like CMHA Street Team, The Hub - Street Outreach Clinics, and City of Hamilton Public Health Services stand out for their comprehensive tracking of feedback from diverse populations, service utilization, and direct impacts on community health and well-being. This multi-dimensional approach allows these providers to gauge the effectiveness of their services holistically and make informed adjustments.

CMHA Street Team notes specific indicators such as provider experience and the distribution of Naloxone kits and harm reduction supplies, which are crucial for understanding the immediate utility and impact of their outreach efforts.

Focused Feedback and Utilization - Providers like Hamilton Police Service's Social Navigator Program and HAMSMaRT / Keeping Six collect feedback directly from the populations they serve, which is vital for tailoring services to real-world needs and experiences.

Service Utilization Metrics: All of the providers track service utilization to some extent, though the specifics of these metrics vary and are sometimes not fully detailed. This tracking helps in understanding reach and demand but needs to be coupled with impact measures for a full assessment.

Gaps in Impact Measurement - For some providers like De dwada dehs nye>s Aboriginal Health Centre and Hamilton Regional Indian Center, there is an assumption of basic service utilization tracking without specific data provided. This indicates a potential gap in transparent and detailed reporting of how services affect community health.

Several organizations, including Good Shepherd RAAM and St. Joseph's Healthcare Hospital 2 Home, report service utilization but lack specific metrics on the impact on community health, suggesting an area for development in their evaluation frameworks.

Specialized Tracking Based on Funding Requirements - The Hub's tracking methods are influenced by the requirements of the Ontario Trillium Foundation grant, highlighting how external funding sources can dictate what and how outcomes are measured. This can ensure focused accountability but may also restrict the scope of what is tracked to the grantor's interests.

Strategic Implications

- **Need for Integrated Metrics Systems:** There is a clear need for more integrated and comprehensive metrics systems that not only track service utilization but also directly measure the impact on community health and well-being. Such systems should be standardized across services where possible to facilitate comparisons and benchmarking.
- **Enhancing Feedback Mechanisms:** Increasing the mechanisms for receiving and integrating feedback from diverse populations can help tailor services more effectively to meet specific community needs and enhance user satisfaction.

In conclusion, while Hamilton's healthcare providers employ a range of methods to track the success of their outreach and mobile services, enhancing the depth, breadth, and integration of these metrics will be crucial for comprehensively understanding and improving the health outcomes for the community they serve.